

State of Utah
Product Description
Product Number: 4301.09.15
DHS SAMH WEB APPLICATIONS

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This Product Description groups several web applications used by the Division of Substance Abuse and Mental Health (DSAMH) that have similar support requirements. The applications and hours of support are listed below.

Application	Support Hours	Days of Week
EASY	7 am – 6 pm	Monday – Friday except Holidays
PASRR	7 am – 6 pm	Monday – Friday except Holidays
REDI	7 am – 6 pm	Monday – Friday except Holidays
SAMHIS	7 am – 6 pm	Monday – Friday except Holidays
FES	7 am – 6 pm	Monday – Friday except Holidays

Special Product Features and Descriptions

Feature	Description
Database	Uses Shared MS SQL Server Database Hosting (product 2728.03) where only DHS applications are hosted.
Web Server, Application Server	Shared Tomcat server for Java based applications

Features Not Included

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Feature	Explanation
On Call Developer Support	DHS has not requested that developers be on call for support outside normal business hours.
Disaster Recovery	Data is backed up in Salt Lake and Richfield, but no other technical measures are in place for business resumption/disaster recovery.

Rates and Billing

Feature	Description	Base Rate
DTS Services	Application development, hosting and storage including off site backup of data, shared SQL Server	Published DTS Rates

Ordering and Provisioning

Proposed changes are submitted in writing by the application owner. A coding and testing schedule is discussed and approved by DTS and the application owner. Once changes have been coded and tested by the owner, a migration schedule is agreed upon in accordance with DTS change and configuration management policies.

DTS Responsibilities

No requirements specific to these applications.

Agency Responsibilities

No requirements specific to these applications.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service

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Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page.

Metric Description	Target
EASY, PASRR, REDI, SAMHIS, FES	99.9%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

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First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied